



# SIP Network Annex to the BT One Phone Schedule

## Contents

- A note on 'you' .....2
- Words defined in the General Terms .....2
- Part A – The SIP Network.....2
- 1 This Annex .....2
- 2 Service Summary.....2
- 3 SIP Network.....2
- 4 Specific Terms .....2
- Part B – Service Delivery and Management .....3
- 5 BT’s Obligations.....3
- 6 Your Obligations.....3
- Part C – Defined Terms .....5
- 7 Defined Terms .....5

## A NOTE ON 'YOU'

'You' and 'your' mean the Customer.

## WORDS DEFINED IN THE GENERAL TERMS

Words that are capitalised but have not been defined in this Annex have the meanings given to them in the General Terms or the Schedule.

## Part A – The SIP Network

### 1 THIS ANNEX

- 1.1 The terms of this Annex apply in addition to the terms of the General Terms and the Schedule.
- 1.2 This Annex will apply where you have ordered an Office SIP Subscription or a SIP Extra, as set out in any applicable Order.

### 2 SERVICE SUMMARY

- 2.1 BT will provide you with a SIP Network that will provide you with the ability to make and receive voice calls using a SIP Device.
- 2.2 A Minimum Term, as set out in the Order, applies to the SIP Network.

### 3 SIP NETWORK

- 3.1 A SIP Device will connect to the SIP Network and allow you to make and receive voice calls if:
  - 3.1.1 you enable it to do so; and
  - 3.1.2 the SIP Network is available.
- 3.2 The SIP Network Equipment is only compatible with the SIP Network and does not work with other telecommunication networks.

### 4 SPECIFIC TERMS

#### 4.1 Termination for Convenience

For the purposes of Clause 17 of the General Terms, either of us may, at any time after the Service Start Date and without cause, terminate the SIP Network by giving ninety (90) days' Notice to the other.

#### 4.2 Invoicing

- 4.2.1 Unless set out otherwise in any applicable Order BT will invoice you for the following Charges in the amounts set out in the BT Price List.
- 4.2.2 BT will charge you additional Charges, as set out in Part 10c of the BT Price List, if BT determines an Incident to be caused by a fault in your cabling environment.

#### 4.3 Suspension and Termination of the SIP Network

- 4.3.1 BT may suspend the SIP Network where there has been no activity on the SIP Network Equipment for three consecutive months. During any period of suspension, you will not be able to use the SIP Network Equipment to make calls, including emergency calls.
- 4.3.2 BT may terminate the SIP Network if:
  - (a) the SIP Network Equipment becomes permanently incompatible with the SIP Network; and
  - (b) BT is directed to do so by Ofcom.

**Part B – Service Delivery and Management**

**5 BT’S OBLIGATIONS**

**5.1 Commissioning of the SIP Network**

Unless you provide your own Backhaul Connection, before the Service Start Date, BT will install BT Equipment on you Site(s) to support the SIP Network as follows:

- 5.1.1 a suitable backhaul connection that the SIP Device traffic will be routed down;
- 5.1.2 a BT supplied access router (“**Access Router**”) to interconnect the SIP Network to the site backhaul connection; and
- 5.1.3 network data switches (“**Data Switches**”) to connect to the BT Equipment and that will interconnect to the Access Router.

**5.2 During Operation**

On and from the Service Start Date, BT:

- 5.2.1 will if you use SIP Devices, monitor the ability of the SIP Network to support Office SIP Subscriptions at the Site; and
- 5.2.2 may, where BT reasonably believes that a SIP Network at a Site is unable to adequately support the number of Office SIP Subscriptions at the Site, request that you place an Order for additional SIP Network Equipment and/or other infrastructure in accordance with Paragraph 8.2.1 of the Schedule.
- 5.2.3 BT may suspend the Service Level where you do not place an Order in accordance with Paragraph 5.2.2.

**6 YOUR OBLIGATIONS**

**6.1 Service Delivery**

Before the Service Start Date and, where applicable, throughout the provision of the SIP Network, you will:

- 6.1.1 if you use your own Backhaul Connection or ask BT to undertake alterations to your existing onsite structured cabling infrastructure:
  - (a) ensure that the onsite structured cabling that supports the SIP Network are of the required specification, as defined by BT;
  - (b) supply the correct number of data points to plug the required number of SIP Devices into;
  - (c) ensure the data points are wired back to the Data Switches;
  - (d) directly cable the Data Switches back to the Access Router;
  - (e) ensure the network data switches are provided with a clean connection across your data backbone (using separated VLAN) to the Access Router;
  - (f) ensure that the BT One Phone demarcation point is the data port at the Data Switches. All further cabling and data points are your responsibility; and
  - (g) ensure that the Backhaul Connection meets the requirements set out below:

	Good Voice Quality
Minimum Bandwidth Download	>80KB per call
Minimum Bandwidth Uplink	>80KB per call
Maximum Jitter	<35ms
Maximum latency	<140ms
Packet loss	<1%

- 6.1.2 if BT installs the structured cabling at your request:
  - (a) ensure the Data Switches are provided with a clean connection across your data backbone (using separated VLAN) to the Access Router; and
  - (b) acknowledge that within a month from the date of install BT will resolve issues you find with these cabling changes. BT will treat any further faults BT receives after this period as a new site survey evaluation chargeable request.

**6.2 During Operation**

6.2.1 On and from the Service Start Date for access to the SIP Network, you will:

- (a) notify BT in writing where you:

- (i) anticipate a significant increase in Office SIP Subscriptions at a Site temporarily or permanently; or
  - (ii) require an increase in the number of Office SIP Subscriptions at a Site; and
  - (b) only use the SIP Network Equipment in the UK;
- 6.2.2 BT and Ofcom may require access to the SIP Network Equipment to ensure that you have not modified the SIP Network Equipment.
- 6.2.3 BT may access from time to time the SIP Network Equipment remotely in order to provide updates to the SIP Network Equipment.

**6.3 SIP for SoHo**

6.3.1 BT will provide you with a SIP for SoHo service that allows you to install up to five SIP Devices at a single location without the need for any BT Equipment.

6.3.2 Voice Quality Conditions

- (a) Before BT supplies the SIP for SoHo service, you will:
  - (i) provide a suitably enabled Access Service with sufficient bandwidth that will adhere to the requirements set out in Paragraph 6.1.1(g);
  - (ii) provide a suitable LAN infrastructure (with a minimum of CAT5e structured cabling);
  - (iii) provide a power supply for the SIP Device and ensure that it meets the following specifications:

<b>Power consumption (PSU)</b>	1.05 – 3.23W
<b>Power consumption (PoE)</b>	1.7 – 3.2W
<b>External universal AC Adapter</b>	AC100 – 240V input and DC 5V/600Ma output

- (b) Changes to your voice and data usage may result in changes being required to your SIP Network, including the need for additional bandwidth. You will pay any Charges associated with these changes.

## Part C – Defined Terms

### 7 DEFINED TERMS

In addition to the defined terms in the General Terms and the Schedule, capitalised terms in this Annex will have the below meanings (and in the case of conflict between these defined terms and the defined terms in the General Terms, these defined terms will take precedence for the purposes of this Annex). BT has repeated some definitions in this Annex that are already defined in the General Terms. This is to make it easier for you to find the definitions when reading this Annex.

**“Access Router”** has the meaning given in Paragraph 5.1.2.

**“Access Service”** means a type of data connection that you may use with the SIP Network.

**“Data Switches”** has the meaning given in Paragraph 5.1.3.

**“Schedule”** means the BT One Phone Schedule to the General Terms.

**“SIP Extra”** means a type of Subscription Extra, with further details as set out in Section 10c of the BT Price List.

**“SIP for SoHo”** means an installation that allows users to install and use SIP Devices in an unmanaged network in the SoHo environment.